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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

AT&T and SBC are depersonalized and ponderous beasts with the worst customer service I've experienced in my life. Both AT&T and SBC employees with whom I spoke could not directly even grasp whichever of the many connectivity problems I'd encountered but responded like one of the digits of a hand that had no clue what the other hand was doing. But always blamed the other hand, regardless. I did not hate the employees personally but quickly grew to absolutely despise the companies that employed them.

Happily, a good friend recommended sonic.net whereupon I dumped AT&T/SBC promptly in February 2011 and have been continuously pleasantly surprised by the company in general and by any sonic employee with whom I had contact. sonic.net makes a successful mockery of the unwieldy ginormous AT&T and I'm not surprised that AT&T/SBC's directive would be to just squash anybody that successfully challenges them by any possible means, as in imposing restrictions via petitioning the FCC to dismantle key components of the 1996 Telecommunications Act on sonic.net when there should be more like them wherever needed. Competition is key.

Broadband is a fundamental part of life now and must be supported nationwide, by many small internet providers not by one behemoth with deep pockets that raises prices at will on the working class without fear of reproach. The 1996 Telecommunications Act must stand. There are carriers (like Sonic!) who use unbundled copper and inter-city fiber transport elements (UNEs) to compete in the residential marketplace. To say otherwise is a flat-out lie.

Mary Stewart